Félix Martín

BPM Specialist & Software Engineer · Appian · Integrations · Architecture

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PROFESSIONAL SUMMARY

BPM Specialist and Software Engineer with over a decade of experience in technology consulting and 8 with the Appian platform. Design, development and implementation of solutions. Experience in banking a and in critical-infrastructure environments, with a focus on operational efficiency, quality and user exper worked as an architect and as a tech lead.

TECHNICAL SKILLS

BPM / Appian	Process modelling · SAIL interfaces · Records and CDTs · Expression rules · Sites Processes · Frameworks · Deployments · Administration and monitoring
Integrations	REST / SOAP
Data	SQL (Oracle and MySQL) and data modelling · ETL with PowerCenter
Languages	Java · JavaScript / jQuery · C / C++ / C#
Methodology	Scrum · Jira

PROFESSIONAL EXPERIENCE

Senior BPM Consultant
2025 — Present

Plexus

- Design and evolution of full-cycle BPM processes for a platform with over 100,000 users and close to o executions.
- Critical processes developed: document terminations via TM, management and parameterisation of tabl terminations.
- Incident reduction in production from 70–80 to fewer than 10, by analysing the platform and refactoring error-prone processes.
- Support: automatic and manual retry sites for the support team.
- User management: creation, deletion, modification and removal of multi-infrastructure groups; platform latest Appian version.
- Release management: deployments hosted in ITSM, using Jira and GitHub to that end.

Senior BPM Consultant
2021 — 2025

Deloitte · Client: Spanish air traffic control company

- Led the Appian architecture for a company responsible for Spanish air traffic control.
- Cross-cutting solutions: email sending and receiving, integration with RPA, e-signature and other critic
- Active participation in the company's most strategic project, as a document management system.
- Deployment supervision: verification and prevention of errors.
- Specialised technical support: assisting the support team to identify and resolve production incidents.
- Technical mentoring: support for developers with technical problems and blockers.
- Stability monitoring: continuous supervision of Appian performance.
- Approval process: for project estimation.
- Document management in Appian: single search across documents hosted in SharePoint and in Appian, centralised viewing and download.
- IDP proof of concept: data extraction from real invoices (25 PDFs).
- Close collaboration with the project's RPA team (UiPath), integrating automation into the process flows
- Additional project (3 months): architect responsible for the technical design of solutions, writing respon requirements documents.

Senior BPM Consultant
2020 — 2021

Accenture · Client: construction company · Technical lead of a team of 3

- Appian OnCloud configured from scratch.
- Migration of approval workflows from a legacy system to Appian.
- Development of new features not available in the legacy system.
- Bidirectional synchronisation between systems through integrations.
- Design of a decision engine for the automatic selection of approval workflows, based on input documen
- Implementation of business cases with parallel and sequential tasks.

Senior BPM Consultant
2019 — 2020

Ernst & Young · COVID-19 access control and banking framework projects

- COVID-19 access control (4 months): as sole Appian developer, built a vertical access-control solution during the pandemic — configurable software with a default configuration customisable by company.
- Questionnaire system with generation of QR codes valid for one day.
- Automatic assignment of work locations.
- Control dashboard with occupancy metrics per floor and other metrics.
- Real-time user accounting system.
- Banking framework: part of a mixed functional-technical team for a benchmark bank — Appian framework that let business users create processes without technical knowledge, with an intuitive configuration wizard.
- Parallel development of a complex complaints and claims project outside the framework, together with the business side.

Senior BPM Consultant

2018 — 2019

PricewaterhouseCoopers · Digital banking onboarding, one year on site in Andorra · Team of 4 developers

- Critical modules: user onboarding, contract, cards, online banking, telephone banking and approval workflow.
- Target met: a full bank account opened in under 15 minutes.
- Complete traceability system for new customers.
- Cross-functional knowledge of every component of the system.

BI Consultant

2015 — 2018

Capgemini · Solvency project for an insurance company · Technical lead in a team of 2

- Regulatory reporting: reports to the Directorate-General for Insurance and to the European Central Bank.
- ETL design with PowerCenter to generate the load templates for the regulatory reporting bodies and submit them.

Intern

2014 — 2015

Ocaso · Agile methodology project · Team of 3 interns

- Definition of the agile methodology for implementation in Eclipse RTC.
- Development of Java plugins for Eclipse RTC.
- Creation of test applications: contact agenda.
- Integration with external systems: support tickets and Jira.
- Testing of the methodology created by the team.

CERTIFICATIONS

- Appian Certified Associate Developer — Appian Academy (2022 and 2024). Recertification planned.

EDUCATION

BSc in Software Engineering

2010 — 2015

Universidad Francisco de Vitoria — software engineering training with command of several programming la

High School Diploma in Science

2008 — 2010

IES Francisco Tomás y Valiente

LANGUAGES

Spanish Native

English — B1, upper-intermediate Comprehension: medium · Speaking: high · Writing: high